

E.01345A.08.0472



ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008 - 71118      Date: 8/29/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Chris R.      Last: Haas

Account Name: Chris R. Haas      Home: [REDACTED]

Street: [REDACTED]      Work:

City: Sun City      CBR:

State: AZ      Zip: [REDACTED]      is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]      Contact Phone: ([REDACTED])

Nature of Complaint:

Received the following letter:

8-20-08

Arizona Corp. Commission  
Phoenix, AZ 85007

In response to the APS request for a interim rate increase, I vote No Increase based on the fact that they must already have a surplus of Surplus of funds they can not hide with their numerous TV advertising, Mr Edington salary increase, deferred compensation agreement and the million dollar life insurance policy. What is needed is a decrease of about 20%. Please have the auditors bring you all the facts for your wise decision and our benefit.  
Sincerely yours

Chris R Haas  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED  
2008 SEP - 8 10:38  
AZ CORP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
DOCKETED  
SEP - 8 2008

DOCKETED BY [Signature]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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I called the customer and spoke to Mrs. Haas, acknowledged letter and that it would be made a permanent record in this application. Letter would also be considered before a final decision is rendered in this application. I expressed appreciation for taking the time to express their opinion in this matter.

E-mailed Lupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards APS rate case, docket no. E-01345A-08-0172. File closed.

\*End of Comments\*

**Date Completed: 8/29/2008**

**Opinion No. 2008 - 71118**

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# E-01345A-08-0172

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 71157

Date: 9/3/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Karen and E.J.

Kotalik

Account Name:

Karen and E.J. Kotalik, Jr.

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Phoenix

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received (Opinion Opposed):

RE: Docket No. E-01345A-08-0172

From: E. J. Kotalik [mailto:[REDACTED]]

Sent: Tuesday, September 02, 2008 3:33 PM

To: Utilities Div - Mailbox

Subject: APS Proposed Rate Increase-Public Comment Session on 9/11/08

To Whom It May Concern At The Corporation Commission:

I want to express my strong opposition to any APS rate increase. The North Central corridor continues to have electrical problems every time the wind blows. APS continues to increase our rates; however, it is unclear as to whether they have plans to upgrade our neighborhood equipment. Apparently, APS has plenty of money to pay its executive bonuses and stock options. These perks should be eliminated before any rate increase is even considered. My wife and I along with many other North Central residents will be watching this issue closely and voting in November.

Karen and E.J. Kotalik, Jr.

[REDACTED]  
\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

9/3/2008 - Email to Customer:

September 3, 2008

RE: Arizona Public Service Company ("APS")  
Docket No. E-01345A-08-0172

Dear Karen and E.J. Kotalik, Jr.,

Your email dated, September 2, 2008 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona Public Service Company ("APS") for approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED

\*End of Comments\*

Date Completed: 9/3/2008

Opinion No. 2008 - 71157

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E-01345A-08-0172

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008 - 71162

**Date:** 9/3/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Sheila A.

Reimer

**Account Name:** Sheila A. Reimer

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Phoenix

**CBR:**

**State:** AZ      **Zip:** [REDACTED]

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Email Received (Opposed Opinion);

RE: Docket No. E-01345A-08-0172

From: Shelia Reimer [mailto:[REDACTED]]  
Sent: Tuesday, September 02, 2008 3:16 PM  
To: Utilities Div - Mailbox  
Subject: APS INCREASE -NO!  
Importance: High

To Whom it May Concern - Commission on Utilities:

I have lived at the address noted below for almost 12 years. Every year I have to do without services for to 24-hours several times throughout the monsoon season. During all of that time, not once has APS come out to up grade my connection or any of the services in my neighborhood. I have wires dangling low, on or close to roof tops. Yet in those same years, you have managed to obtain permission to increase your charges to me your services, using the excuse that you need to up grade your systems. If I had promised you payment during a specific period and did not follow through with the payment, do you think you would allow me to continue to receive services? Absolutely not. Why then can I not hold you to the same standards that are required of me? You are supplying me a product on outdated equipment and charging me state of the art prices!

Shelia A. Reimer, Homeowner

[REDACTED]  
[REDACTED]  
[REDACTED]  
\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

9/2/2008 - Email to Customer:

September 2, 2008

RE: Arizona Public Service Company ("APS")  
Docket No. E-01345A-08-0172

Dear Sheila Reimer,

Your email dated, September 2, 2008 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona Public Service Company ("APS") for approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED

\*End of Comments\*

**Date Completed: 9/3/2008**

**Opinion No. 2008 - 71162**

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E-01345A-08-0172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2008      71246

**Date:** 9/5/2008

**Complaint Description:**      08A    Rate Case Items - Opposed  
   N/A    Not Applicable

**First:**

**Last:**

**Complaint By:**      **Todd**

**Hochstein**

**Account Name:**      Todd Hochstein

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**      Phoenix

**CBR:**

**State:**      AZ      **Zip:**

**is:** E-Mail

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**Utility Company:**      **Arizona Public Service Company**

**Division:**      Electric

**Contact Name:**      n/a

**Contact Phone:** n/a

**Nature of Complaint:**

8/26/2008

Todd Hochstein

Phoenix, AZ

Phone (Home):

Email:

Docket you wish to comment on: APS Request for Interim Rate Increase

Case or Utility Name: Arizona Public Service Company

Docket Number: E-01345A-08-0172

Position on Docket: Con

I have recently read all I can to find on line concerning this rate increase at APS' and AZCC's web sites. I do claim to understand everything I have read but am inclined to believe this:

1. With the PSA charge excluded, the proposed rate increase would represent the third rate increase since 2004.
2. It seems under handed that APS wished the commission to address the matter without a hearing.
3. The consumer experienced a 12.33% increase a year ago and am now being asked to shoulder what would be another 10+ % hike for my application.
4. After looking at APS' Annual Report for 2007, it would appear that the proposed rate increase would bring record profits to APS and it's investors. I'm not sure exactly how the price of crude will figure into their budget for 2008/9+ or how APS accrues for this; however, I would hope that they would have considered this long ago. Most forecast I have read, including the Dept. of Energy predict an overall drop in crude prices to \$70/barrel in

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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the next 7 years.

5. Very few are willing to address the impact of alarmingly increasing foreclosure and bankruptcy rates; surely this, combined with the slowing of growth in the valley, must impact current revenues. Ultimately the consumer is asked to shoulder all of the burden. If APS is committed to a long term relationship (favorable) with the people of Arizona, I would hope that they would be willing to tighten their belt with the rest of us, instead of running back to the well every time things get tight.

Thank you,  
Todd Hochstein  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

I sent the following letter via e-mail to consumer  
\*\*\*\*

September 5, 2008

Mr. Todd Hochstein

RE: ARIZONA PUBLIC SERVICE

Dear Mr. Hochstein:

Your comments regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS rate application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utilities Consumer Analyst  
Utilities Division



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Filed in Docket: E-01345A-08-0172  
\*End of Comments\*

**Date Completed:** 9/5/2008

**Opinion No.** 2008 - 71246

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E-01345A-08-0172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      71252

**Date:** 9/5/2008

**Complaint Description:**      08A    Rate Case Items - Opposed  
   N/A    Not Applicable

**First:**

**Last:**

**Complaint By:**      **Martha**

**Money penny**

**Account Name:**      Martha Money penny

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**      Phoenix

**CBR:** (

**State:**      AZ      **Zip:**

**is:** E-Mail

**Utility Company:**      **Arizona Public Service Company**

**Division:**      Electric

**Contact Name:**      n/a

**Contact Phone:** n/a

**Nature of Complaint:**

8/25/2008

Martha Money penny

Phone (Home): (      )  
Email:

Docket you wish to comment on: APS Interim Rate Increase

Case or Utility Name: APS

Docket Number: E-01345A-08-0172

Position on Docket: Con

Is APS kidding about this???? What have they done to justify the rate increases they've just recently gotten? How many public relations people are they paying to beg taxpayers for more funding at the trough? They have a lot of nerve asking for this right as the summer rate bills are killing most of us consumers in the pocketbook trying to make ends meet... PLEASE stop being the servants of APS and START thinking of the Arizona taxpayers!!

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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(sent the following via e-mail to consumer)

September 5, 2008

Ms. Martha Money Penny

Phoenix, AZ

RE: ARIZONA PUBLIC SERVICE

Dear Ms. Money Penny:

Your comments regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS rate application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utilities Consumer Analyst  
Utilities Division

Filed in Docket: E-01345A-08-0172

\*End of Comments\*

**Date Completed: 9/5/2008**

**Opinion No. 2008 - 71252**

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